

Massachusetts Chapter AAMR Conference

# "Graying Gracefully"

*A Forum on Individuals with Developmental  
Disabilities Growing Older*

## Resource Guide

These listings are for informational purposes only and do not constitute  
endorsements or recommendations.

TUFTS UNIVERSITY



ROSS INITIATIVE ON AGING



## ACKNOWLEDGEMENTS

We would like to thank Annette Peale and Erin Kelley from the Massachusetts Executive Office of Elder Affairs and Michael Bloom, a member of the MA AAMR Board, for their help in reviewing various sections of this guide, and for offering important suggestions and corrections. Navigating through the maze that comprises the network of services for elders in Massachusetts is actually quite challenging and we could not have developed this Guide without their help.

We would also like to acknowledge the wealth of information we obtained from the Massachusetts Executive Office of Elder Affairs, the Massachusetts Dept. of Mental Retardation, the Massachusetts Dept. of Public Health, and the Rehabilitation Research and Training Center on Aging with Developmental Disabilities, University of Illinois at Chicago. Contact information, including URLs, is provided in the Guide.

Last but not least, we would like to express our appreciation for the financial support from the *Ross Aging Initiative* at Tufts University, which made the development and printing of the Resource Guide possible.

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## How to Use This Resource Guide

This Resource Guide has been developed to complement *Graying Gracefully: A Forum on Individuals with Developmental Disabilities Growing Older*, by providing more detailed information about elder services and supports than the individual speakers could provide. One important aim was to describe the complex network of elder services that operates under the umbrella of the MA Executive Office of Elder Affairs so that people with developmental disabilities who are eligible for these services, and their caregivers, will know what services are available and how they apply for them in their communities. We use the term *Massachusetts Elder Network* to refer to these services. An organizational chart depicting this network is provided in Appendix B; detailed information about how one enters this network is provided in Appendices C and D.

It is important to note that not every individual who receives services and supports from the MA Dept. of Mental Retardation (DMR) and is in need of elder services may receive services from the *Massachusetts Elder Network*. For individuals receiving DMR-support, eligibility depends on their living situations and on how much DMR-funded staff support they receive. Individuals who live in supported living situations where direct support staff visit periodically but are not on-site full-time may receive services through the *Massachusetts Elder Network* (as long as other eligibility criteria like medical need and financial need are met). Individuals who live in residences with direct support staff on-site full-time, however, are not eligible for *Massachusetts Elder Network* services. The eligibility of individuals with developmental disabilities who are aging and live with family members needs further exploration. It is assumed, however, that they are eligible for *Massachusetts Elder Network* services, as long as they meet other eligibility criteria. Under these circumstances, family assets may play a role.

In situations where a consumer is experiencing functional limitations and other problems associated with aging, but is not eligible to receive *Massachusetts Elder Network* services, the residential provider and DMR must turn elsewhere for services and supports. To assist them with this challenge, the Resource Guide lists many organizations and agencies in and outside of Massachusetts where one can turn for information (both print and web-based) and referrals on a wide range of issues associated with aging.

The Resource Guide is organized into four sections.

**Section One, entitled “Robert’s Story,”** is a vignette based on the experiences of a hypothetical individual who receives services and supports from the MA Dept. of Mental Retardation AND is eligible, because of his living situation, for *Massachusetts Elder Network* services in his community. Robert requires additional services and supports because of new functional limitations and health problems associated with aging, and the vignette describes how Robert and his caregivers apply for and obtain these services.

**Section Two, Direct Services and Supports** provides information on organizations and agencies across Massachusetts that provide services and supports to people with developmental disabilities, including people who are aging.

**Section Three, Sources of Information and Referral**, provides information about a wide range of agencies and organizations that are potential sources of information on a variety of topics associated with aging.

Some agencies and organizations provide both information and referrals, as well as direct services and supports, and may be listed in more than one place.

**Section Four, includes four appendices**

- **Appendix A.** Directory and organizational chart for the MA Dept. of Mental Retardation.
- **Appendix B.** Organizational chart for the *Massachusetts Elder Network* (EOEA).
- **Appendix C.** Detailed contact information for each of the Area Service Access Points (ASAPs) in Massachusetts, including the cities and towns each ASAP serves.
- **Appendix D.** Contact information for each Council on Aging in Massachusetts arranged in alphabetical order by city or town.

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# 1. Robert's Story

## Preface

Individuals who receive less than 24 hours of direct staff support/ day from DMR may be eligible for services and supports from the *Massachusetts Elder Network* (they must also meet criteria related to medical need and financial assets). This network is complicated, however, particularly for those who are not intimately familiar with it, and this may make it difficult to access services at the local level. In order to provide the clearest instructions we can about how one applies for *Massachusetts Elder Network* services at the community level, we have developed a vignette based on the experiences of a hypothetical DMR consumer. The vignette profiles this individual and his need for additional services and supports for reasons associated with aging. It also describes the steps he and his caregivers take to obtain services through the *Massachusetts Elder Network*.

***Robert is a 66 year-old man with mental retardation, who lives in a supported apartment in Greybeard, MA. Within the past year, he has been diagnosed with Parkinson's disease, which is affecting his gross motor skills; this is making it difficult for Robert to complete his daily household tasks. He is also becoming reluctant to socialize with his friends.***

***Robert receives less than 15 hours of DMR staff support per week. Support staff visit him three times a week, and they are worried because they believe Robert is becoming increasingly isolated. They also see, in light of his decreased level of functioning, that they are no longer able to provide him with enough services to help him remain independent. Robert requires someone to help him with daily activities, such as meals, laundry, social activities, and transportation to his medical appointments. The DMR staff would also like Robert to have an emergency response service that would enable him to activate a bracelet or necklace by the push of a button and automatically call a medical emergency crew to his apartment.***

***What should Robert and his caregivers do?***



## 1. CALL HIS LOCAL COUNCIL ON AGING

COUNCILS ON AGING (see **Appendix D** for the list of Councils of Aging, along with contact information, for cities and towns in Massachusetts)

Every community in Massachusetts has a Council on Aging (CoAs), sometimes called a Senior Center, which focuses on the social aspect of aging. The Councils offer many programs from their sites, designed to keep elders functioning in the community, such as: information and referral to other service providers, transportation, outreach, meals (congregate and home delivered), health screening, and exercise programs. Some CoAs also offer the SHINE program (health insurance help), support groups, computer training and other activities or services.

*Robert's local Council on Aging provides congregate meals at its site, where he can eat nutritious meals for a nominal donation and also maintain social contacts. Robert joins a Parkinson's support group and makes friends with other group members. He also is provided with transportation to his doctor's appointments. For his at-home needs, such as laundry service and emergency response service, Robert is referred by his Council on Aging to his local ASAP (described on the next page).*



## 2. CALL 1-800 AGE-INFO

AREA SERVICE ACCESS POINTS (ASAPs) (see **Appendix C** for a list and description of the ASAPs in Massachusetts. Typically, ASAPs are regional and serve several communities.) To find the ASAP in your community, you can contact 1-800-AGE-INFO (1-800-243-4636) or go to [www.800ageinfo.com](http://www.800ageinfo.com). You can also look at the list provided in Appendix C. When in doubt about how to access elder services, always begin by calling 1-800 AGE-INFO.

Service delivery for most programs offered by the Executive Office of Elder Affairs (EOEA, a.k.a., the *Massachusetts Elder Network*) is coordinated through this network of Aging Service Access Points (ASAPs) or another entity called Area Agencies on Aging (AAAs). In most cases, the AAA is combined with the ASAP, and is listed separately in the directory in Appendix C only when it exists alone.

Some services offered by ASAPs and AAAs include: assisted living residences, family caregiver supports, home care and respite, ombudsmen, and Meals on Wheels. There is also information available on housing options, such as assisted living residences, and both adult and social day care.

When an elder is referred to an ASAP, a Case Manager is assigned who assesses the needs of the individual and his or her financial eligibility, and determines the service package. Both factors are taken into consideration in determining eligibility for programs. Actual services in various parts of the state may vary based on the specific needs in each region.

*After referral by the Council on Aging (or by calling 1-800-AGE-INFO or looking in Appendix C), Robert finds his local ASAP. When he calls, he finds out that laundry services and emergency response are both available through the Home Care and Respite program offered by EOEA. Robert is assigned a Case Manager who assesses his needs and abilities, makes the determination that he is eligible for services, and puts together a package of services that suits him best.*

**IF YOU DO NOT KNOW WHAT SERVICES OR INFORMATION YOU REQUIRE, BEGIN YOUR SEARCH WITH 1-800-AGE-INFO.** The EOEA staff will direct you to the correct resources.

- Call your local Council on Aging (Appendix D)
- Call 1-800-AGE-INFO or your local ASAP (Appendix C)
- Refer to pages 9-13 for more detailed information about the supports and services offered by the Executive Office of Elder Affairs and the Dept. of Mental Retardation.
- Refer to pages 15-25 for more detailed information about sources for information and referral regarding aging-related issues.



## 2. Direct Services and Supports

### PUBLIC

#### MA Executive Office of Elder Affairs (EOEA)

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One Ashburton Place  
(The McCormack Building)  
5th Floor  
Boston, MA 02108

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Phone: 617-727-7750  
1-800-882-2003 (MA only)  
Elder Services Hotline: 1-800-AGE-INFO (1-800-243-4636)  
Voice/TTY: 1-800-882-0166  
FAX: 617-727-9368  
e-mail: [elder.affairs@state.ma.us](mailto:elder.affairs@state.ma.us)  
website: <http://www.mass.gov/elders>  
or <http://www.800ageinfo.com/>

The Massachusetts Executive Office of Elder Affairs is responsible for the development and management of statewide community-based programs that focus on maintaining the independence of elderly persons. Because of the variety of funding sources for elder services, eligibility criteria vary for different programs. Actual services within each part of the state may also vary based on regional needs. Services and programs may be provided directly from EOEA, the ASAPs, AAAs, or Councils on Aging.

Services offered through EOEA's *Massachusetts Elder Network* that may be of particular interest to individuals with developmental disabilities who are aging are listed below.

#### INFORMATION AND REFERRAL



**Phone: 1-800-AGE-INFO**  
**website: <http://www.800ageinfo.com/>**

**The most vital resource for elders in Massachusetts is 1-800-AGE-INFO. This phone number gives access to the Elder Affairs Information and Referral Department. The staff there will be able to either provide you with the information you need pertaining to services and supports for the elderly, or steer you in the correct direction. This number is the main access point to many programs offered by Elder Affairs.**

#### OMBUDSMEN

Ombudsmen address complaints made by an elder against their living situation (ex. Assisted Living Residences (ALRs), long-term residential homes) and act as mediators in conflict resolution with the residences, other residents, or even landlord disputes. There are three different types of ombudsmen, differentiated according to the type of living situation with which they work: Long-term Care Ombudsmen, Assisted Living Ombudsmen, and the Community Care Ombudsmen. The latter group work with elders living independently and assist with any issues with landlords or other residents. To

contact an Ombudsman, you may call Elder Affairs at (617) 727-7750 or 1-800-AGE- INFO (1-800-243-4636), and specify to which ombudsmen you would like to speak.

### ***COMMUNITY CHOICES***

[Service delivery for this program is coordinated through the ASAP for each community. To find resources in your local area, call 1-800-AGE-INFO, or call your local ASAP (Appendix C).]

Elders who have MassHealth for their health insurance and who are at imminent risk of nursing home placement, are eligible for increased home care services, such as personal care, home health assistance, and transportation services. The individual is assessed by a Case Manager from the local ASAP and if he/she is deemed to have a critical unmet need, may receive up to 3-4 hours of assistance a week. Co-pay is not prorated with number of services.

### ***FAMILY CAREGIVER SUPPORT***

Contact: Sheila Donahue-King  
Phone: 617-222-7421 (for information purposes only)  
FAX: 617-727-9368  
e-mail: [sheila.donahue-king@state.ma.us](mailto:sheila.donahue-king@state.ma.us)

[Service delivery for this program is coordinated through the ASAP for each community. To find resources in your local area, call 1-800-AGE-INFO, or call your local ASAP (Appendix C).]

The Massachusetts Family Caregiver Support provides a range of services including: information and referral, one-to-one assistance, training, support groups and respite options. Program staff assists families with accessing services and supports needed to care for an elder.

Those eligible for the no- or low-cost services of this program include:

- Anyone caring for an elder who is 60 years of age or older;
- Those caring for someone with Alzheimer's disease; and
- Grandparents or other family caregivers who are age 60 or older and caring for someone age 18 or younger, including those with mental retardation or a developmental disability.

### ***HOME CARE AND RESPITE***

[Service delivery for this program is coordinated through the ASAP for each community. To find resources in your local area, call 1-800-AGE-INFO, or call your local ASAP (Appendix C).]

The state-funded Home Care Program provides in-home and community support services to elders in need of services in order to remain in the community for as long as possible. The program also supports families caring for elders to encourage and to relieve ongoing care-giving responsibilities. Local Aging Service Access Points (ASAP) for each community coordinates a needs assessment and eventual service delivery. Case Managers and nurses from the ASAP provide, assess, and develop care plans, monitor services and reassess the needs of elders.

Services available include:

- Personal care,
- Social day care,
- Dementia day care,
- Adult day health,
- Supportive home care aide,
- Home delivered meals (Meals on Wheels),
- Laundry service,
- Emergency response/on call,
- Transportation,
- Adaptive housing/equipment,
- Companion,
- Medication dispensing,
- Wanderer locator,
- Home-based wandering response,
- Respite,
- and other services to assist elders to remain independent in the community.

Elders who are eligible for these services must be:

- 60 years of age or older, or
- under age 60 with a diagnosis of Alzheimer's disease
- in need of respite services.

#### ***MEAL PROGRAMS - CONGREGATE AND HOME-DELIVERED***

[Service delivery for this program is coordinated through the ASAP for each community. To find resources in your local area, call 1-800-AGE-INFO, or call your local ASAP (Appendix C).]

The Massachusetts Elderly Nutrition Services Program (a.k.a., Statewide Nutrition Programs) sponsors nutrition programs that provide meals across the state. Meals are provided at congregate meal sites or can be home-delivered. The hot lunches are provided at no charge, but a voluntary donation of \$1.50-\$2.25 is requested to help defray costs. There is no income eligibility test. Anyone 60 years of age or older and their spouse are eligible to be considered for meals. The congregate meal program provides at least one meal a day. They are served at the local Councils on Aging, or sometimes at local churches or schools.

Besides providing meals, the congregate meals program offers nutrition education, exercise activities, health promotion and disease prevention programs, and a setting for socializing. Some programs may offer weekend meals or transportation assistance.

For home-delivered meals (Meals on Wheels), an assessment by an ASAP Case Manager must be completed to determine necessity. Elders who qualify for this feature must be:

- People age 60 or older and their spouses, and disabled people under age 60 who live in housing facilities occupied primarily by the elderly if they:
  - a. have physical, emotional, or cognitive impairments, or have inadequate kitchen facilities, resulting in an inability to prepare nutritionally adequate meals;
  - b. are unable to attend congregate meal sites;
  - c. have no one to help with meal preparation.

In addition to providing meals, the Elderly Nutrition Services programs provide nutrition screenings, assessment, education, and nutritional counseling.

### ***SUPPORTIVE HOUSING***

[Service delivery for this program is coordinated through the ASAP for each community. To find resources in your local area, call 1-800-AGE-INFO, or call your local ASAP (Appendix C).]

The Supportive Housing Program provides services to residents of participating elderly public housing developments that are similar to those offered to residents of Assisted Living Residences. A Case Manager from the local ASAP determines eligibility for the program.

Services include:

- 24 hour on-site staffing,
- case management,
- social activities,
- daily meals program,
- medication reminders,
- housekeeping,
- shopping and laundry services,
- transportation.

*The following programs are also offered by EOEa, but they are less likely to be used by individuals with developmental disabilities who are aging.*

### ***ASSISTED LIVING RESIDENCE PROGRAM***

[Service delivery for this program is coordinated through the ASAP for each community. To find resources in your local area, call 1-800-AGE-INFO, or call your local ASAP (Appendix C).]

The Assisted Living Residences (ALRs) are designed for residents who do not require special medical care, but rather need assistance with housecleaning, medication reminders, bathing and dressing. ALRs do not provide nursing or medical services. All residential settings offer 24-hour security.

Cost: The cost differs by residence location, apartment size, and services included in the program. EOEa quotes an average monthly cost of \$3000. Most residents pay out-of-pocket, however, some third party assistance is available. See the EOEa website for details on obtaining financial assistance. ([www.ageinfo.com](http://www.ageinfo.com))

### ***HEALTH INSURANCE HELP: SHINE (Supporting the Health Information Needs of Elders)***

The SHINE program provides free, up-to-date health insurance information, counseling and assistance to Medicare beneficiaries of all ages and their caregivers. SHINE counselors help older persons understand their Medicare benefits and other health insurance options, as well as help with any problems or complaints. EOEa administers the SHINE Program in local Councils on Aging and ASAPs. To contact a SHINE counselor, call 1-800-AGE-INFO

## MA Department of Mental Retardation

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500 Harrison Avenue  
Boston, MA 02118

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Phone: (617) 727-5608  
FAX: (617) 624-7577  
TTY: (617) 624-7783  
e-mail: [info@state.ma.us](mailto:info@state.ma.us)  
website: <http://www.mass.gov/dmr>

The Massachusetts Dept. of Mental Retardation (DMR) provides individuals with mental retardation with job training assistance, housing, and monitoring and care, among other services. These are coordinated through over 200 providers around Massachusetts.

Available support services may include:

- Enhancing existing personal care supports, such as increasing the number of hours of staff support or increasing the staffing ratio available to individuals.
- Providing nursing supports or nursing care management for routine and emergency medical care.
- Maximum utilization of Medicaid state plan and Medicare services such as homemakers, home health aides, Visiting Nurses, etc.
- Case management to arrange for other community services such as hospice and Meals on Wheels.
- Providing flexible funds for as-needed costs not covered through Medicaid or Medicare such as transportation, parking expense, personal care items, and housekeeping
- Making family support, such as respite care, available.

To find your local DMR facility, use the Area Office Locator (found on the DMR website, under "Key Resources"), or call your regional office (Appendix A).

### ***ADAPTED ACTIVITIES LIBRARY*** [Serves the DMR Metro Region]

The Fernald Center  
200 Trapelo Road  
Waltham, MA 02452  
Contact: Linda Einis, Library Director  
Phone: 781-894-3600 x2518  
email: [Linda.Einis@state.ma.us](mailto:Linda.Einis@state.ma.us)  
website: <http://www.adapted solutions.org/>

The Adapted Activities Library is a lending library that offers both specialized books on developmental disabilities and assistive technologies, and some low-tech products that promote independence. All products are commercially available and may be borrowed from the library.

### ***ADAPTIVE DESIGN SERVICES*** [Serves the DMR Western Region]

195 Industrial Drive  
Northampton, MA 01060  
Phone: 413-586-7424 x103

Adaptive Design Services specializes in adapting equipment to individual needs when adaptations are not commercially available.

## **PRIVATE**

### **HouseWorks**

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One Gateway Center, Suite 902  
Newton, MA 02458

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Phone: 617-928-1010 or 800-928-3393  
website: <http://www.house-works.com/>

Houseworks offers a range of home care and home adaptation services, designed specifically to meet the needs of elders. Examples of home adaptation services include all maintenance and home repair work, building wheelchair ramps, installing grab bars, and widening doorways. Home care services can include assistance with showering and dressing, grocery shopping, transportation, medication reminders and companionship, among others. Services can be requested for a couple of hours or through a live-in employee. All services can be accessed in private homes, as well as assisted living residences.

### 3. Sources of Information and Referrals

#### GENERAL RESOURCES

##### Administration on Aging

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Washington, DC 20201

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Phone: 202-619-0724

FAX: 202-357-3555

website: <http://www.aoa.gov/>

The Administration on Aging funds the Massachusetts Executive Office of Elder Affairs, as well as the national Eldercare Locator

##### *ELDERCARE LOCATOR*

Phone: 1-800-677-1116

TDD/TTY: dial "711" for relay operator and have them connect you to 1-800-677-1116

website: <http://www.eldercare.gov/eldercare/Public/Home.asp>

The Eldercare Locator connects older adults, caretakers, and professionals with information about state and local services for seniors. Services can be found on the site by following the instructions on screen, or by calling the toll-free number and speaking to an Eldercare Locator Specialist.

##### American Society on Aging (ASA)

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833 Market Street, Suite 511

San Francisco, CA 94103

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Phone: 415-974-9600 or 1-800-537-9728

FAX: 415-974-0300

e-mail: [info@asaging.org](mailto:info@asaging.org)

website: <http://www.asaging.org/>

The ASA provides a wide-range of educational and training materials, as well as a number of constituent groups and publications related to aging issues, like Family Caregiving, Elder Abuse, and Assistive Technology. It also serves as a resource for diversity initiatives in aging.

##### Arc Massachusetts

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217 South Street

Waltham, MA 02453

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Phone: (781) 891-6270

FAX & TTY: (781) 891-6271

e-mail: [arcmass@arcmass.org](mailto:arcmass@arcmass.org)

website: <http://www.arcmass.org/>

Arc Massachusetts is an advocacy organization representing individuals with specific developmental disabilities. The Arc also provides information and referrals to individuals, families and community agencies in search of local resources, including home support and support groups.

## **MA Department of Mental Retardation**

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500 Harrison Avenue  
Boston, MA 02118

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Phone: (617) 727-5608  
FAX: (617) 624-7577  
TTY: (617) 624-7783  
e-mail: [info@state.ma.us](mailto:info@state.ma.us)  
website: <http://www.mass.gov/dmr>

The Massachusetts Dept. of Mental Retardation (DMR) provides individuals living with mental retardation with job training assistance, housing, and monitoring and care, among other services. These are coordinated through over 200 providers around Massachusetts.

### ***ADAPTED ACTIVITIES LIBRARY***

The Fernald Center  
200 Trapelo Road  
Waltham, MA 02452  
Contact: Linda Einis, Library Director  
Phone: 781-894-3600 x2518  
e-mail: [Linda.Einis@state.ma.us](mailto:Linda.Einis@state.ma.us)  
website: <http://www.adapted solutions.org/>

The Adapted Activities Library is a lending library that offers both specialized books on developmental disabilities and assistive technologies, and some low-tech products that promote independence. All products are commercially available and may be borrowed from the library. This library serves the Metro Region of DMR.

### ***ADAPTIVE DESIGN SERVICES*** [Serves the DMR Western Region]

195 Industrial Drive  
Northampton, MA 01060  
Phone: 413-586-7424 x103

Adaptive Design Services specializes in adapting equipment to individual needs when adaptations are not commercially available.

## **MA Department of Public Health**

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250 Washington Street  
Boston, MA 02108

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Phone: 617-624-6000  
Information Line: 866-627-7968  
TTY: 617-624-6001  
website: <http://www.mass.gov/dph>



The Massachusetts Dept. of Public Health is the major state agency dedicated to protecting the health of all Massachusetts residents.

#### ***OFFICE OF HEALTHY AGING***

Phone: 617-624-5440

website: <http://www.mass.gov/dph/fch/elderhealth>

The Office of Healthy Aging (OHA) provides a number of programs that focus on health promotion. For example, you may find information here about walking clubs in your area, conferences, and groups that work on training and education workshops on issues like geriatric substance abuse and violence against older women. You can also locate information and referral for other services you may be seeking, such as local immunization sites.

#### ***OFFICE ON HEALTH AND DISABILITY***

Phone: 617-624-5070

FAX: 617-624-5075

TTY: 617-624-5992

website: <http://www.mass.gov/dph/fch/ohd>

The Office on Health and Disability (OHA) offers sexual assault prevention training, breast and cervical cancer screenings, nutrition information and immunizations. These services are provided through local health agencies.

#### **MA Executive Office of Elder Affairs**

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One Ashburton Place  
(The McCormack Building)  
5th Floor  
Boston, MA 02108

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Phone: 617-727-7750

1-800-882-2003 (MA only)

Elder Services Hotline: 1-800-AGE-INFO (1-800-243-4636)

Voice/TTY: 1-800-882-0166

FAX: 617-727-9368

e-mail: [elder.affairs@state.ma.us](mailto:elder.affairs@state.ma.us)

website: <http://www.mass.gov/elders>

or <http://www.800ageinfo.com/>

The Massachusetts Executive Office of Elder Affairs is responsible for the development and management of statewide community-based programs that focus on maintaining the independence of elderly persons.

#### ***INFORMATION AND REFERRAL***



**Phone: 1-800-AGE-INFO**

**website: <http://www.800ageinfo.com/>**

**The most vital resource for the elderly in Massachusetts is 1-800-AGE-INFO. This phone number gives access to the Elder Affairs Information and Referral Department. The staff there will be able to either provide you with the information you need pertaining to services and supports for the elderly, or steer you in the correct direction. This number is the main access point to many programs offered by Elder Affairs.**

## **Massachusetts Commission for the Blind**

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48 Boylston Street  
Boston Ma 02116-4718

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Phone: 617-727-5550  
1-800-392-6450 (MASS. ONLY) Voice  
TDD: 1-800-392-6556 (MASS. ONLY)  
FAX: 617-626-7685  
website: <http://www.mass.gov/mcb>

The Massachusetts Commission for the Blind (MCB) offers independent living social services such as mobility instruction, homemaking services for the extremely visually impaired, rehabilitation teaching of daily task achievement, peer support groups, and assistive technologies, like reading lamps and talking clocks. A Case Manager assigned by MCB determines the breadth of services offered to each individual. Directions to local offices within Massachusetts can be found on the MCB website, or by calling the main telephone number.

## **Massachusetts Commission for the Deaf and Hard of Hearing**

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Executive Office  
150 Mount Vernon Street, Fifth Floor  
Dorchester, MA 02125

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Phone: 617-740-1600 or 1-800-883-1155  
TTY: 617-740-1700 or 1-800-530-7570  
FAX: 617-740-1880  
website: <http://www.mass.gov/mcdhh>

Through the MCDHH website, you can request an interpreter, find out about and borrow assistive technologies, become involved with peer mentoring, and receive independent living skills training (money management, communication skills, job searching, etc.). MCDHH also offers self-advocacy training, emergency intervention and information and referral. All programs are free of charge.

Information about local offices can be found on the MCDHH website or by calling the main telephone number.

## **Massachusetts Commission on End of Life Care**

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The Massachusetts Commission on End of Life Care  
250 Washington St, 4th Floor  
Boston, MA 02108

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Phone: 617-624-5070  
FAX: 617-624-5075  
e-mail: [ruth.palombo@state.ma.us](mailto:ruth.palombo@state.ma.us) - for information about the resource guide  
website: <http://www.endoflifecommission.org/>

The Massachusetts Commission on End of Life Care provides two products: a Resource Guide (available by e-mail request), and a website with an online version of the Guide.

**National Council on Aging  
Center for Healthy Aging**

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300 D Street, SW  
Suite 801  
Washington, D.C. 20024

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Phone: 202-479-1200  
FAX: 202-479-0735  
TDD: 202-479-6674  
e-mail: [research@ncoa.org](mailto:research@ncoa.org)  
website: <http://www.healthyagingprograms.org/>

The Center for Healthy Aging assists community-based organizations that serve older adults to develop evidence-based programs in health promotion, disease prevention, and chronic disease self-management. The website includes model health programs, as well as manuals and toolkits for the implementation of healthy aging programs.

**MA Office of Attorney General**

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One Ashburton Place, 18th Floor  
Boston, MA 02108

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Phone: (617) 727-2200  
website: [www.ago.state.ma.us](http://www.ago.state.ma.us)

***THE ATTORNEY GENERAL'S ELDER HOTLINE***

Phone: 888-AG-ELDER (888-243-5337)

This toll-free Elder's Hotline provides information to Massachusetts' senior citizens, their families and others about elder-related issues and programs, such as assisted living, elder abuse, and long-term care insurance throughout the Commonwealth. The hotline provides information and referral, as well as informal mediation services.

**Rehabilitation Research Training Center on Aging with Intellectual and Developmental Disabilities**

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Dept. of Disability and Human Development (DHD)  
College of Applied Health Sciences  
University of Illinois at Chicago (UIC)  
1640 West Roosevelt Road, M/C 626  
Chicago, Illinois 60608-6904

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Phone: 312-413-1860 or Clearinghouse: 800-996-8845 (Voice)  
FAX: 312-996-6942  
TTY: 312-413-0453  
e-mail: [rrtcamlr@uic.edu](mailto:rrtcamlr@uic.edu)  
website: <http://www.rrtcadd.org/>

The RRTCADD offers the sale of many relevant books, pamphlets and CD-ROMS from its website, on issues such as health promotion (arthritis, the health of women with intellectual disabilities, etc.), family

issues (resource planning, caring for a relative with autism, etc.), assistive technologies, housing and general aging information for people with developmental and intellectual disabilities. Order forms can be downloaded from the website.

An example of the type of material accessible through RRTCADD is:

*Group Home Care for Adults with Intellectual Disabilities and Alzheimer's Disease* (Alan Factor, PhD.)

This article explores added issues of care for individuals with DD who also have dementias.

## ENVIRONMENTAL MODIFICATIONS AND ASSISTIVE TECHNOLOGIES

### Adapted Activities Library

#### MA Department of Mental Retardation, Metro Region

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The Fernald Center  
200 Trapelo Road  
Waltham, MA 02452

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Contact: Linda Einis, Library Director  
Phone: 781-894-3600 x2518  
e-mail: [Linda.Einis@state.ma.us](mailto:Linda.Einis@state.ma.us)  
website: <http://www.adaptedsolutions.org/>

The Adapted Activities Library is a lending library that offers both specialized books on developmental disabilities and assistive technologies, and some low-tech products that promote independence. All products are commercially available and may be borrowed from the library.

### Adaptive Design Services

#### MA Department of Mental Retardation, Western Region

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195 Industrial Drive  
Northampton, MA 01060

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Phone: 413-586-7424 x103

Adaptive Design Services specializes in adapting equipment to individual needs when adaptations are not commercially available.

### Adaptive Environments

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374 Congress Street  
Suite 301  
Boston, MA 02210

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Phone: 617-695-1225  
FAX: 617-482-8099  
e-mail: [info@adaptiveenvironments.org](mailto:info@adaptiveenvironments.org)  
website: <http://www.adaptiveenvironments.org/>

Adaptive Environments is an educational non-profit committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities.

### **HouseWorks**

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One Gateway Center, Suite 902  
Newton, MA 02458

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Phone: 617-928-1010 or 800-928-3393  
website: <http://www.house-works.com/>

Houseworks offers a range of home care and home adaptation services, designed specifically to meet the needs of elders. Examples of home adaptation services include all maintenance and home repair work, building wheelchair ramps, installing grab bars, and widening doorways.

## **DISEASE AND DISABILITY-SPECIFIC AGENCIES**

*All of the following agencies provide information about issues related to aging. This information may be ordered in print form, or downloaded from agency websites.*

### **Alzheimer's Association, Massachusetts Chapter**

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311 Arsenal Street  
Watertown, MA 02472

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Phone: 1-800-272-3900 (24 hours help line)  
617-868-6718  
En Espagnol: 617-868-8599  
FAX: 617-868-6720  
website: <http://www.alzmass.org/>

The Alzheimer's Association provides caregiver support groups, advice on choosing the appropriate living situation for an elder with Alzheimer's, and information about the disease. The Association also has a 24-hour (800) help line, which can be contacted for anything from program or service information to counseling. You can locate the Regional Office nearest to you by calling the main number or on the website.

### **American Diabetes Association**

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330 Congress Street  
5th Floor  
Boston, MA 02210

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Phone: 1-888-DIABETES  
(Local) 617-482-4580  
FAX: 617-482-1824  
website: <http://www.diabetes.org/>

You can find information about local advocacy groups and events, diabetes prevention and treatment information, and health insurance advice and counseling on the ADA website. Information is also available about nutrition and heart-healthy recipes, as well as exercise and weight loss tips.

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### **American Heart Association**

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20 Speen Street  
Framingham, MA 01701

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Phone: (AHA) 1-800-AHA-USA-1 or 1-800-242-8721  
(ASA) 1-888-4-STROKE or 1-888-478-7653  
(Local) 508-620-1700  
FAX: (Local) 508-620-6157  
website: <http://www.americanheart.org/>

The American Heart Association offers information regarding heart health and stroke prevention. It also provides information about local CPR training courses, and other relevant community events and opportunities.

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### **American Parkinson's Disease Association (APDA)**

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Boston Medical Center  
720 Harrison Avenue, Suite 707  
Boston, MA, 02118

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Contact: Cathi Thomas - Information and Referral Coordinator  
Phone: (617) 638-8466  
(800) 651-8466  
e-mail: [information@apdama.org](mailto:information@apdama.org)  
website: <http://www.apdama.org/>

The American Parkinson's Disease Association (APDA) provides information and referral to assist patients and families with all aspects of advanced Parkinson's Disease.

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### **Easter Seals Disability Services**

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230 West Monroe Street, Suite 1800  
Chicago, IL 60606

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Phone: 312-726-6200, or  
1-800-221-6827  
FAX: 312-726-1494  
TTY: 312-726-4258  
website: <http://www.easterseals.com/>

#### ***Boston Easter Seals***

Easter Seals Massachusetts  
Technology and Training Center  
89 South Street

Boston, MA 02111  
Phone: 617 226-2640  
website: [www.ma.easterseals.com](http://www.ma.easterseals.com)

**Worcester Easter Seals**

Easter Seals State Headquarters , 484 Main Street  
Worcester, MA 01608-1817  
Phone: 508 757-2756  
website: [www.ma.easterseals.com](http://www.ma.easterseals.com)

Easter Seals provides many services to people living with disabilities, including medical rehabilitation, job training and employment information, and adult day care.

**National Multiple Sclerosis Society**

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Central New England Chapter  
101A First Avenue, Suite 6  
Waltham, MA 02451

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Phone: 781-890-4990 or 1-800-493-9255  
FAX: 781-890-2089  
e-mail: [communications@mam.nmss.org](mailto:communications@mam.nmss.org)  
website: <http://www.nationalmssociety.org/>

The Central New England Chapter of the National Multiple Sclerosis Society offers education, support, and advocacy programs for people with multiple sclerosis and their families in Massachusetts and New Hampshire. Information and referral services are available through the toll free number listed above or by submitting an e-mail request. The Chapter provides programs and information about MS-related issues, including current research; medical and community resource referral; financial assistance for certain services; and access to a network of support groups.

**TRADE ORGANIZATIONS**

*Each of the following trade organizations can be contacted by telephone or on the website for a list of local agencies and their contact information.*

**Home and Health Care Association of Massachusetts, Inc**

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31 St. James Ave., Suite 780  
Boston, MA 02116

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Phone: (617) 482-8830  
FAX: (617) 426-0509  
website: <http://www.mass-homehealth.org/>

The Home and Health Care Association of Massachusetts is a statewide organization representing more than 100 home health care agencies that is dedicated to promoting home health care as an integral part of the health care delivery system. You may find information about home care advocacy and choosing, locating and paying for home care agencies on this website.

### **Hospice and Palliative Care Federation of Massachusetts**

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1420 Providence Highway  
Norwood, MA 02062

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Phone: (781) 255-7077 or  
(800) 962-2973  
FAX: (781) 255-7078  
website: <http://www.hospicefed.org/>

The Hospice & Palliative Care Federation of Massachusetts is a non-profit membership organization of the 45 hospices in the state as well as other organizations and individuals interested in end of life care. The Federation provides education and technical assistance, public awareness activities, and information and referral to the public, health care professionals, and patients and families.

### **Massachusetts Assisted Living Facilities Association (MassALFA)**

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460 Totten Pond Road, Suite 600  
Waltham, MA 02451

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Phone: (781) 822-5999  
FAX: (781) 622-5979  
e-mail: [massalfa@massalfa.org](mailto:massalfa@massalfa.org)  
website: <http://www.massalfa.org/>

The Massachusetts Assisted Living Facilities Association (Mass-ALFA) is a non-profit association devoted to supporting the establishment and operation of quality assisted living residences that provide appropriate supportive housing and services for individuals with varied needs and income levels. Mass-ALFA provides information, advocacy and support to the assisted living community. Mass-ALFA promotes the philosophy of assisted living which includes offering cost-effective quality care tailored to the individual's needs; fostering independence, dignity and the right to privacy for each resident; allowing each resident choice of care and lifestyle; providing a safe, residential environment and making the assisted living residence a valuable community asset.

### **Massachusetts Extended Care Federation**

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2310 Washington Street, Suite 300  
Newton Lower Falls, MA 02462

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Phone: (617) 558-0202, or  
(800) CARE-FOR - Information and Referral for member organizations  
FAX: 617-558-3546  
E-mail: [info@mecf.org](mailto:info@mecf.org)  
website: <http://www.mecf.org/>

The Massachusetts Extended Care Federation (MECF) represents more than 500 nursing and residential care facilities, hospital-based transitional care units, assisted living residences, and retirement communities. These include nonprofit, proprietary and municipally owned facilities that provide housing, health care, and support services.



## Mass Home Care Association

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24 Third Avenue  
Burlington, MA 01803

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Phone: (781) 272-7177, or  
(800) AGE-INFO (1-800-243-4636)

FAX: (781) 229-6190

e-mail: [info@masshomecare.org](mailto:info@masshomecare.org)

websites: <http://www.masshomecare.org/>  
and <http://www.800ageinfo.com/>

The Mass Home Care Association is a network of 30 home care agencies across Massachusetts with information on and access to many services for the elderly, including personal care, respite care, alternatives to nursing home, home health, and health insurance counseling. Mass Home Care's "1-800-AGE-INFO" phone line and [www.800ageinfo.com](http://www.800ageinfo.com) website are a joint project with the Massachusetts Executive Office of Elder Affairs designed to assist consumers and families as well as professionals seeking information and resources on eldercare services in Massachusetts.

## APPENDIX A DMR Directory

### DMR Central and Regional, Offices

#### Central Office

500 Harrison Avenue  
Boston, MA 02118  
Voice: (617) 727-5608  
Fax: (617) 624-7577  
TTY: (617) 624-7783  
E-mail: [Info@state.ma.us](mailto:Info@state.ma.us)

#### Regional Offices

##### Central West Region

171 State Avenue  
Palmer, MA 01069  
Teresa O'Hare, Regional Director  
[Terry.O'Hare@state.ma.us](mailto:Terry.O'Hare@state.ma.us)  
(413) 284-1500  
TTY: (413) 284-1554

##### Northeast Region

Hogan Regional Center  
PO Box A  
Hathorne, MA 01937  
Amanda Chalmers, Regional Director  
[Mandy.Chalmers@state.ma.us](mailto:Mandy.Chalmers@state.ma.us)  
(978) 774-5000

##### Metro Region

200 Trapelo Road  
Waltham, MA 02452  
Gail Gillespie, Regional Director  
[Gail.Gillespie@state.ma.us](mailto:Gail.Gillespie@state.ma.us)  
(781) 781-314-7501

##### Southeast Region

68 North Main Street  
Carver, MA 02330  
Richard O'Meara, Regional Director  
[Rick.O'Meara@state.ma.us](mailto:Rick.O'Meara@state.ma.us)  
(508) 866-5000

## DMR Organizational Chart

**APPENDIX B**  
**EOEA ORGANIZATIONAL CHART**

## APPENDIX C

### ASAPs: List and Contact Information

#### [800- AgeInfo] Aging Service Access Points (ASAPs) in Massachusetts

##### ***BayPath Elder Services***

354 Waverly Street

Framingham, MA 01702

Contacts: M. Kathleen Nealon, President

Christine Alessandro, Executive Director

Phone: (508) 872-1866

Toll Free: (800) 287-7284

FAX: (508) 872-3325

Company Web Site: <http://www.baypath.org/>

Company e-mail: [Info@baypath.org](mailto:Info@baypath.org)

Towns Served: Ashland, Dover, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Natick, Northborough, Sherborn, Southborough, Sudbury, Wayland, Westborough

##### ***Boston ElderINFO (Information & Referral)***

110 Chauncy Street

Boston, MA 02111

Contacts: Donald Mitchell, President

Bryna Lansky, Program Director

Phone: (617) 292-6211

Company Web Site: <http://www.elderinfo.org/>

Company e-mail: [blansky@elderinfo.org](mailto:blansky@elderinfo.org)

Towns Served: Boston

##### ***Boston Senior Home Care***

110 Chauncy Street

Boston, MA 02111

Contacts: Rubin Williams, President

Linda George, Executive Director

Phone: (617) 451-6400

FAX: (617) 451-6631

Boston ElderINFO: (617) 292-6211

Company Web Site: <http://www.bshcinfo.org/>

Company e-mail: [blansky@elderinfo.org](mailto:blansky@elderinfo.org)

Towns Served: Beacon Hill, Boston, Charlestown, Dorchester, East Boston, North End, South Boston, West End

##### ***Bristol Elder Services, Inc.***

182 North Main St

Fall River, MA 02720

Contacts: Frank Nilson, Chairman

Nancy Munson, Executive Director

Phone: (508) 675-2101

Toll Free: (800) 427-2101

FAX: (508) 679-0320

Company e-mail: [Info@BristolElder.org](mailto:Info@BristolElder.org)

Towns Served: Attleborough, Berkley, Dighton, Fall River, Freetown, Mansfield, North Attleborough, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, Westport

***Central Boston Elder Services, Inc.***

2315 Washington Street

Boston, MA 02119

Contacts: Perry Smith, President

Catherine Hardaway, Executive Director

Phone: (617) 277-7416

FAX: (617) 277-2005

Boston ElderINFO: (617) 292-6211

Company Web Site: <http://www.elderinfo.org/>

Company e-mail: [blansky@elderinfo.org](mailto:blansky@elderinfo.org)

Towns Served: Allston, Back Bay, Boston, Brighton, Fenway, Jamaica Plain, Roxbury

***Central Mass Agency on Aging, Inc. (AAA)***

360 West Boylston St

West Boylston, MA 01583

Contacts: Ask for our Information and Referral Specialist

Phone: (508) 852-5539

Toll Free: (800) 244-3032

FAX: (508) 852-5425

Company Web Site: <http://www.SeniorConnection.org/>

Company e-mail: [CMAAging@SeniorConnection.org](mailto:CMAAging@SeniorConnection.org)

Towns Served: Ashburnham, Ashby, Auburn, Ayer, Barre, Bellingham, Berlin, Blackstone, Bolton, Boylston, Brookfield, Charlton, Clinton, Douglas, Dudley, East Brookfield, Fitchburg, Franklin, Gardner, Grafton, Groton, Hardwick, Holden, Hopedale, Hubbardston, Lancaster, Leicester, Leominster, Lunenburg, Medway, Mendon, Milford, Millbury, Millville, New Braintree, North Brookfield, Northbridge, Oakham, Oxford, Paxton, Pepperell, Princeton, Rutland, Shirley, Shrewsbury, Southbridge, Spencer, Sterling, Sturbridge, Sutton, Templeton, Townsend, Upton, Uxbridge, Warren, Webster, West Boylston, West Brookfield, Westminster, Winchendon, Worcester

***Chelsea/Revere/Winthrop Home Care Center, Inc.***

PO Box 6427

100 Everett Avenue Unit 10

Chelsea, MA 02150

Contacts: Edward Greenberg, President

James P. Cunningham, Jr., Executive Director

Phone: (617) 884-2500

FAX (617) 884-7988

Company e-mail: [crw@crwelderservices.org](mailto:crw@crwelderservices.org)

Towns Served: Chelsea, Revere, Winthrop

***Coastline Elderly Services, Inc.***

1646 Purchase Street

New Bedford, MA 02740

Contacts: Ask for Information and Referral Specialist

Intake/Information and Referral Dept.

Phone: (508) 999-6400

FAX: (508) 993-6510

Company Web Site: <http://www.coastlineelderly.org/>

Company e-mail: [information@coastlineelderly.org](mailto:information@coastlineelderly.org)

Towns Served: Acushnet, Dartmouth, Fairhaven, Gosnold, Marion, Mattapoisett, New Bedford, Rochester

***Commission on Affairs of the Elderly (AAA)***

Boston City Hall, One City Hall Plaza / Room 271

Boston, MA 02201

Contacts: Eliza F. Greenberg, Commissioner

Ask for our Advocate Unit 617.635.4366

Phone: (617) 635-4366

Hotline: 635-4646

TDD 635-4599

FAX (617) 635-3213

Company e-mail: [elderly@ci.boston.ma.us](mailto:elderly@ci.boston.ma.us)

Towns Served: Boston

***Elder Services of Berkshire County, Inc.***

66 Wendell Avenue

Pittsfield, MA 01201

Contacts: William Dudley, President

Robert P. Dean, Executive Director

Phone: (413) 499-0524

Toll Free: (800) 544-5242

FAX: (413) 442-6443

Company Web Site: <http://www.esbci.org>

Company e-mail: [esbc@esbci.org](mailto:esbc@esbci.org)

Towns Served: Adams, Alford, Becket, Cheshire, Clarksburg, Dalton, Egremont, Florida, Great Barrington, Hancock, Hinsdale, Lanesborough, Lee, Lenox, Monterey, Mount Washington, New Ashford, New Marlborough, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, West Stockbridge, Williamstown, Windsor

***Elder Services of Cape Cod and the Islands, Inc.***

68 Route 134

South Dennis, MA 02660

Contacts: Sheila Cabral, President

Leslie Scheer, Executive Director

Phone: (508) 394-4630

FAX (508) 394-3712

Company Web Site: <http://www.escci.org/>

Company e-mail: [info@escci.org](mailto:info@escci.org)

Towns Served: Aquinnah, Barnstable, Bourne, Brewster, Buzzards Bay, Chatham, Chilmark, Dennis, Eastham, Edgartown, Falmouth, Harwich, Hyannis, Mashpee, Nantucket, Oak Bluffs, Orleans, Provincetown, Sandwich, Tisbury, Truro, Wellfleet, West Tisbury, Yarmouth

***Elder Services of Merrimack Valley, Inc.***

Riverwalk, Building #5, 360 Merrimack St.

Lawrence, MA 01843

Contacts: Ask for Linda Dillon, Age Information Specialist

Phone: (978) 683-7747

Toll Free: (800) 892-0890

FAX: (978) 687-1067

Company Web Site: <http://www.esmv.org>

Company e-mail: [info@esmv.org](mailto:info@esmv.org)

Towns Served: Amesbury, Andover, Billerica, Boxford, Chelmsford, Dracut, Dunstable, Georgetown, Groveland, Haverhill, Lawrence, Lowell, Merrimack, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, Tewksbury, Tyngsborough, West Newbury, Westford

**Elder Services of Worcester Area, Inc.**

411 Chandler Street

Worcester, MA 01602

Contacts: Ask for our Information and Referral Specialist in the Information and Referral  
Department

Phone: (508) 756-1545

FAX: (508) 754-7771

Company Web Site: <http://www.eswa.org>

Company e-mail: [irinfo@eswa.org](mailto:irinfo@eswa.org)

Towns Served: Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Leicester, Millbury, New Braintree, Oakham, Paxton, Rutland, Shrewsbury, West Boylston, Worcester

***Ethos***

555 Armory St.

Jamaica Plain, MA 02130

Contacts: Jon Kingsdale, President

(Mr.) Dale Mitchell, Executive Director

Phone: (617) 522-6700

FAX: (617) 524-2899

TDD: (617) 524-2687

Boston ElderINFO: (617) 292-6211

Company Web Site: <http://www.ethocare.org>

Company e-mail: [ethos@ethocare.org](mailto:ethos@ethocare.org)

Towns Served: Boston, Hyde Park, Jamaica Plain, Mattapan, Roslindale, West Roxbury

***Franklin County Home Care Corporation***

330 Montague City Road

Turners Falls, MA 01373

Contacts: Frank Metivier, President

James A. Ewen, Executive Director

Phone: (413) 773-5555

FAX: (413) 772-1084

Company Web Site: <http://www.fchcc.org>

Company e-mail: [Info@fchcc.org](mailto:Info@fchcc.org)

Towns Served: Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, Orange, Petersham, Phillipston, Rowe, Royalston, Shelburne, Shutesbury, Sunderland, Warwick, Wendell, Whately

***Greater Lynn Senior Services, Inc.***

8 Silsbee St.

Lynn, MA 01901

Contacts: Ask for our I&R Specialist

Carol Ellis, Irina Kuperman or Melinda Burns

Phone: (781) 599- 0110

FAX: (781) 592-7540

TDD: (781) 477-9632

Company Web Site: <http://www.glss.net>



Company e-mail: [info@glss.net](mailto:info@glss.net)

Towns Served: Lynn, Lynnfield, Nahant, Saugus, Swampscott

***Greater Springfield Senior Services, Inc.***

66 Industry Ave.

Springfield, MA 01104

Contacts: Sr. Mary Caritas, S.P. President

Elaine Massery, Executive Director

Phone: (413) 781-8800

(413) 781-0632

Company Web Site: <http://www.gsssi.org/>

Company e-mail: [information@gsssi.org](mailto:information@gsssi.org)

Towns Served: Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, Wilbraham

***HESSCO Elder Services***

One Merchant St.

Sharon, MA 02067

Contacts: Virginia Hartin, President

Mary Jean McDermott, Executive Director

Phone: (781) 784-4944

Toll Free: (800) 462-5221

Fax: (781) 784-4922

Company Web Site: <http://www.hessco.org/>

Company e-mail: [info@hessco.org](mailto:info@hessco.org)

Towns Served: Canton, Dedham, Foxborough, Medfield, Millis, Norfolk, Norwood, Plainville, Sharon, Walpole, Westwood, Wrentham

***Highland Valley Elder Services, Inc.***

320 Riverside Drive Suite B

Florence, MA 01062

Contacts: Ask for our Information and Referral Specialist

Phone: (413) 586-2000

Toll Free: (800) 322-0551

FAX: (413) 584-7076

Company Web Site: <http://www.highlandvalley.org>

Company Email: [qll@highlandvalley.org](mailto:qll@highlandvalley.org)

Towns Served: Amherst, Blandford, Chester, Chesterfield, Cummington, Easthampton, Goshen, Granville, Hadley, Hatfield, Huntington, Middlefield, Montgomery, Northampton, Pelham, Plainville, Russell, Southampton, Southwick, Tolland, Westfield, Westhampton, Williamsburg, Worthington

***Minuteman Senior Services***

24 Third Ave

Burlington, MA 01803

Contacts: Ann Irving, President

Joan Butler, Executive Director

Phone: (781) 272-7177

FAX: (781) 229-6190

Company Web Site: <http://www.minutemansenior.org>

Company e-mail: [elderinfo@minutemansenior.org](mailto:elderinfo@minutemansenior.org)

Towns Served: Acton, Arlington, Bedford, Boxborough, Burlington, Carlisle, Concord, Harvard, Lexington, Lincoln, Littleton, Maynard, Stow, Wilmington, Winchester, Woburn

***Montachusett Home Care Corporation***

Crossroads Office Park

Leominster, MA 01453

Contacts: James Lanciani, Jr. President

Margaret Woovis, Executive Director

Phone: (978) 537-7411

Toll Free: (800) 734-7312

FAX: (978) 537-9843

Company Web Site: <http://www.montachusetthomecare.com>

Company e-mail: [INFO@MHCC-1.org](mailto:INFO@MHCC-1.org)

Towns Served: Ashburnham, Ashby, Ayer, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Hubbardston, Lancaster, Leominster, Pepperell, Princeton, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon

***Mystic Valley Elder Services, Inc.***

300 Commercial Street, Suite #19

Malden, MA 02148

Contacts: Jane Lavender, President

Daniel O'Leary, Executive Director

Phone: (781) 324-7705

FAX: (781) 324-1369

Company Web Site: <http://www.mves.org/>

Company e-mail: [info@mves.org](mailto:info@mves.org)

Towns Served: Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield

***North Shore Elder Services, Inc.***

152 Sylvan St.

Danvers, MA 01923

Contacts: Ken Koon, President

Paul Lanzikos, Executive Director

Phone: (978) 750-4540

TDD/TTY (978) 624-2244

FAX: (978) 750-8053

Company Web Site: <http://www.nselder.org>

Company e-mail: [nselder@nselder.org](mailto:nselder@nselder.org)

Towns Served: Danvers, Marblehead, Middleton, Peabody, Salem

***Old Colony Elderly Services, Inc.***

144 Main St.

Brockton, MA 02301

Contacts: Ask for our Information and Referral Specialist

Phone: (508) 584-1561

Toll Free: (800) 242-0246

FAX: (508) 897-0031

Company e-mail: [info@oc-elderly.org](mailto:info@oc-elderly.org)

Towns Served: Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleborough, Pembroke, Plymouth, Plympton, Rockland, Stoughton, Wareham, West Bridgewater, Whitman

***Old Colony Planning Council***

70 School St  
Brockton, MA 02401  
Contacts: Eldon F. Moreira, President  
Daniel M. Crane, Executive Director  
Phone: (508) 583-1833  
FAX: (508) 559-8768  
Company Web Site: <http://www.ocpcrpa.org>  
Company e-mail: [ocpc@ocpcrpa.org](mailto:ocpc@ocpcrpa.org)  
Towns Served: Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleborough, Pembroke, Plymouth, Plympton, Rockland, Stoughton, Wareham, West Bridgewater, Whitman

***SeniorCare, Inc.***

5 Blackburn Center  
Gloucester, MA 01930  
Contacts: John Murray, President  
Guntis Licis, Executive Director  
Phone: (978) 281-1750  
FAX: (978) 281-1753  
Company Web Site: <http://www.seniorcareinc.org>  
Company e-mail: [srcare@seniorcareinc.org](mailto:srcare@seniorcareinc.org)  
Towns Served: Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester-by-the-Sea, Rockport, Topsfield, Wenham

***Somerville/Cambridge Elder Services, Inc.***

61 Medford Street  
Somerville, MA 02143  
Contacts: Ask for Christina Murphy, Dir of Aging Information  
Phone: (617) 628-2601; 2602  
TDD: 628-1705  
FAX: (617) 628-1085  
Company Web Site: <http://www.eldercare.org/>  
Company e-mail: [scs@eldercare.org](mailto:scs@eldercare.org)  
Towns Served: Cambridge, Somerville

***South Shore Elder Services, Inc.***

159 Bay State Drive  
Braintree, MA 02184  
Contacts: Linda Palmer, Information Specialist  
Rainey Salmon, MIS Manager  
Phone: (781) 749-6832  
383-9790  
848-3910  
FAX: (781) 843-8279  
Company Web Site: <http://www.sselder.org>  
Company e-mail: [SSEInfo@aol.com](mailto:SSEInfo@aol.com)  
Towns Served: Braintree, Cohasset, Hingham, Holbrook, Hull, Milton, Norwell, Quincy, Randolph, Scituate, Weymouth

***Springwell, Inc.***

125 Walnut Street  
Watertown, MA 02472

Contacts: Roma Jean Brown, President  
Sue Temper, Executive Director  
Phone: (617) 926-4100  
FAX: (617) 926-9897  
Company Web Site: <http://www.springwell.com>  
Company e-mail: [info@springwell.com](mailto:info@springwell.com)  
Towns Served: Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley, Weston

***Tri-Valley, Inc.***

10 Mill Street  
Dudley, MA 01571  
Contacts: Irene Garand, President  
Marilyn Travinski, Executive Director  
Phone: (508) 949-6640  
Toll Free: (800) 286-6640  
FAX: (508) 949-6651  
Company Web Site: <http://www.tves.org/home.htm>  
Company e-mail: [info@tves.org](mailto:info@tves.org)  
Towns Served: Bellingham, Blackstone, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Hopedale, Medway, Mendon, Milford, Millville, North Brookfield, Northbridge, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Upton, Uxbridge, Warren, Webster, West Brookfield

***WestMass ElderCare, Inc.***

4 Valley Mill Rd  
Holyoke, MA 01040  
Contacts: Pauline Johnson, President  
Priscilla L. Chalmers, Executive Director  
Phone: (413) 538-9020  
Hotline: (800) 462-2301  
FAX: (413) 538-6258  
Company Web Site: <http://www.wmeldercare.org>  
Company e-mail: [info@wmeldercare.org](mailto:info@wmeldercare.org)  
Towns Served: Belchertown, Chicopee, Granby, Holyoke, Ludlow, South Hadley, Ware

## APPENDIX D

### MA Councils on Aging (CoAs)

MUNICIP.	COUNCIL	STREET ADDRESS	CITY/TOWN	ZIP	TELEPHONE
Abington	Council on Aging	500 Gliniewicz Way	Abington, MA	02351	781-982-2145
Acton	Council on Aging	Town Hall, 472 Main St.	Acton, MA	01720	978-264-9643
Acushnet	Council on Aging	591/2 South Main St.	Acushnet, MA	02743	508-998-0280
Adams	Council on Aging	20 East St.	Adams, MA	01220	413-743-8333
Agawam	Council on Aging	68 Meadowbrook Manor	Agawam, MA	01001-3128	413-789-3838
Alford	Council on Aging	11 Jay Lane	Alford, MA	01230-1599	413-528-0546
Amesbury	Council on Aging	9 School St.	Amesbury, MA	01913-2892	978-388-8138
Amherst	Council on Aging	70 Boltwood Walk	Amherst, MA	01002-2124	413-256-4057
Andover	Council on Aging	36 Bartlet St.	Andover, MA	01810	978-623-8321
Aquinnah	Council on Aging	P.O. Box 3174	West Tisbury, MA	02575	508-693-2896
Arlington	Council on Aging	27 Maple St.	Arlington, MA	02476	781-316-3401
Ashburnham	Council on Aging	32 Main St., Town Hall	Ashburnham, MA	01430	978-827-5000
Ashby	Council on Aging	895 Main St.	Ashby, MA	01431-2322	978-386-7700
Ashfield	Council on Aging	7 Main St.	Shelburne Falls, MA	01370	413-625-2502
Ashland	Council on Aging	101 Main St.	Ashland, MA	01721	508-881-0140
Athol	Council on Aging	Memorial Bldg, 584 Main St	Athol, MA	01331	978-249-8986
Attleboro	Council on Aging	25 South Main St.	Attleboro, MA	02703	508-223-2235
Auburn	Council on Aging	4 Goddard Dr.	Auburn, MA	01501	508-832-7799
Avon	Council on Aging	65 E. Main St.	Avon, MA	02322-1849	508-559-0060
Ayer	Council on Aging	18 Pond St.	Ayer, MA	01432	978-772-8260
Barnstable	Council on Aging	825 Falmouth Rd.	Hyannis, MA	02601	508-862-4759
Barre	Council on Aging	Town Hall	Barre, MA	01005	978-355-5004
Becket	Council on Aging	557 Main St.	Becket, MA	01223	413-623-8934
Bedford	Council on Aging	12 Mudge Way, Box 1-2	Bedford, MA	01730	781-275-6825
Belchertown	Council on Aging	60 State St.	Belchertown, MA	01007-9494	413-323-0420
Bellingham	Council for the Aging	40 Blackstone St.	Bellingham, MA	02019	508-966-0398
Belmont	Council on Aging	23 Oakley Road	Belmont, MA	02478	617-484-5501
Berkley	Council on Aging	1 North Main St.	Berkley, MA	02779-1905	508-823-8806
Berlin	Council on Aging	135 Pleasant St.	Berlin, MA	01503-1667	978-838-7380
Bernardston	Council on Aging	P.O. Box 504	Bernardston, MA	01337	413-648-5413
Beverly	Council on Aging	90 Colon St.	Beverly, MA	01915	978-921-6017
Billerica	Council on Aging	248 Boston Rd.	Billerica, MA	01862	978-671-0916
Blackstone	Council on Aging	15 Saint Paul St.	Blackstone, MA	01504	508-876-9203
Blandford	Council on Aging	Town Offices, P.O. Box 257	Blandford, MA	01008	413-848-2243
Bolton	Council on Aging	P.O. Box 342	Bolton, MA	01740-0342	978-779-3308
Boston	Comm. on Aff. Elderly	City Hall, Room 271	Boston, MA	02201	617-635-4366
Bourne	Council on Aging	239 Main St.	Buzzards Bay, MA	02532	508-759-0654
Boxborough	Council on Aging	29 Middle Rd.	Boxborough, MA	01719	978-263-1116
Boxford	Council on Aging	4 Middleton Rd.	Boxford, MA	01921	978-887-3591
Boylston	Council on Aging	221 Main St.	Boylston, MA	01505-0128	508-869-6022
Braintree	Council on Aging	71 Cleveland Ave.	Braintree, MA	02184	781-848-1963
Brewster	Council on Aging	P.O. Box 683	Brewster, MA	02631	508-896-2737

Bridgewater	Office of Elder Affairs	10 Wally Kreuger Way	Bridgewater, MA	02324	508-697-0929
Brimfield	Council on Aging	P.O. Box 172	Brimfield, MA	01010	413-245-7253
Brockton	Council on Aging	10 Father Kenney Way	Brockton, MA	02301	508-580-7811
Brookfield	Council on Aging	Town Hall, Central St.	Brookfield, MA	01506	508-867-2930
Brookline	Council on Aging	93 Winchester St.	Brookline, MA	02446	617-730-2756
Buckland	Council on Aging	7 Main St.	Shelburne Falls, MA	01370	413-625-2502
Burlington	Council on Aging	61 Center St.	Burlington, MA	01803	781-270-1950
Cambridge	Council on Aging	806 Massachusetts Ave.	Cambridge, MA	02139	617-349-6220
Canton	Council on Aging	P.O. Box 54	Canton, MA	02021	781-828-1323
Carlisle	Council on Aging	Town Hall	Carlisle, MA	01741	978-371-2895
Carver	Council on Aging	P.O. Box 618	So. Carver, MA	02330	508-866-4698
Charlemont	Council on Aging	P.O. Box 544	Charlemont, MA	01339-0544	413-339-6658
Charlton	Council on Aging	37 Main St.	Charlton, MA	01507-0372	508-248-4388
Chatham	Council on Aging	193 Stony Hill Rd.	Chatham, MA	02633	508-945-5190
Chelmsford	Council on Aging	75 Groton Rd.	No. Chelmsford,	01863	978-251-0533
Chelsea	Council on Elder	10 Riley Way	Chelsea, MA	02150	617-889-2520
Cheshire	Council on Aging	37 Flaherty Rd.	Cheshire, MA	01225	413-743-9719
Chester	Council on Aging	15 Middlefield Rd.	Chester, MA	01011	413-354-9655
Chesterfield	Council on Aging	P.O. Box 7	Chesterfield, MA	01012	413-296-4460
Chicopee	Council on Aging	7 Valley View Court	Chicopee, MA	01020	413-534-3698
Chilmark	Council on Aging	P.O. Box 3174	West Tisbury, MA	02575	508-693-2896
Clarksburg	Council on Aging	Town Hall, River Road	Clarksburg, MA	01247	413-664-6605
Clinton	Council on Aging	Barlow Ctr., 200 High St.	Clinton, MA	01510	978-365-9416
Cohasset	Elder Affairs	3 North Main St.	Cohasset, MA	02025	781-383-9112
Colrain	Council on Aging	7 Main St.	Shelburne Falls, MA	01370	413-625-2502
Concord	Council on Aging	105 Everett St.	Concord, MA	01742-3603	978-318-3020
Conway	Council on Aging	P.O. Box 13	Conway, MA	01341	413-369-4605
Cummington	Council on Aging	P.O. Box 95	Cummington, MA	01026	413-634-2262
Dalton	Council on Aging	Comm. House., 400 Main	Dalton, MA	01226-1694	413-684-2000
Danvers	Council on Aging	25 Stone St.	Danvers, MA	01923	978-762-0208
Dartmouth	Council on Aging	628 Dartmouth St.	So. Dartmouth, MA	02748	508-999-4717
Dedham	Council on Aging	735 Washington St.	Dedham, MA	02026	781-326-1650
Deerfield	Council on Aging	North Main St.	So. Deerfield, MA	01373	413-665-2141
Dennis	Council on Aging	1045 Route 134	So. Dennis, MA	02660	508-385-5067
Dighton	Council on Aging	300 Lincoln Ave.	No. Dighton, MA	02764	508-823-0095
Douglas	Council on Aging	P.O. Box 1295	Douglas, MA	01516	508-476-2283
Dover	Council on Aging	P.O. Box 250	Dover, MA	02030	508-785-0032
Dracut	Council on Aging	951 Mammoth Rd.	Dracut, MA	01826	978-957-2611
Dudley	Council on Aging	40 Schofield Ave.	Dudley, MA	01571	508-949-8010
Dunstable	Council on Aging	511 Main St.	Dunstable, MA	01827	978-649-8892
Duxbury	Council on Aging	10 Mayflower St.	Duxbury, MA	02332	781-934-5774
E. Bridgewater	Off. Elderly Affairs	137 Central St.	E. Bridgewater, MA	02333-1912	508-378-1610
E. Brookfield	Council on Aging	P.O. Box 203	E. Brookfield, MA	01515	508-885-5205
E. Longmeadow	Council on Aging	328 North Main St.	East Longmeadow,	01028	413-525-5439
Eastham	Council on Aging	P.O. Box 1203	No. Eastham, MA	02651	508-255-6164
Easthampton	Council on Aging	19 Union St.	Easthampton, MA	01027-1404	413-529-1475
Easton	Council on Aging	136 Elm St.	No. Easton, MA	02356	508-230-0544

Edgartown	Council on Aging	P.O. Box 1295	Edgartown, MA	02539	508-627-4368
Egremont	Council on Aging	P.O. Box 368	So. Egremont, MA	01258	413-528-0182
Erving	Council on Aging	Pleasant St.	Erving, MA	01344	413-659-3308
Essex	Council on Aging	P.O. Box 30	Essex, MA	01929	978-768-7932
Everett	Council on Aging	90 Chelsea St.	Everett, MA	02149	617-394-2260
Fairhaven	Council on Aging	229 Huttleston Ave.	Fairhaven, MA	02719	508-979-4029
Fall River	Council on Aging	One Government Center	Fall River, MA	02722	508-324-2401
Falmouth	Council on Aging	300 Dillingham Ave.	Falmouth, MA	02540	508-540-0196
Fitchburg	Council on Aging	14 Wallace Ave.	Fitchburg, MA	01420	978-345-9598
Florida	Council on Aging	367 Mohawk Trail	Drury, MA	01343	413-663-8195
Foxborough	Council on Aging	75 Central St.	Foxborough, MA	02035	508-543-1252
Framingham	Council on Aging	154 Pearl St.	Framingham, MA	01701	508-620-4819
Franklin	Council on Aging	80 West Central St.	Franklin, MA	02038	508-520-4945
Freetown	Council on Aging	227 Chace Rd.	E. Freetown, MA	02717	508-763-9557
Gardner	Council on Aging	70 Waterford St.	Gardner, MA	01440	978-630-4067
Georgetown	Council on Aging	Memorial Town Hall	Georgetown, MA	01833	978-352-5726
Gill	Council on Aging	P.O. Box 166	Turners Falls, MA	01376	413-863-9357
Gloucester	Council on Aging	6 Manuel F. Lewis St.	Gloucester, MA	01930	978-281-9765
Goshen	Council on Aging	P.O. Box 314	Goshen, MA	01032	413-268-7122
Gosnold	Council on Aging	P.O. Box 28	Cuttyhunk, MA	02713	508-990-7408
Grafton	Council on Aging	30 Providence Rd.	Grafton, MA	01519	508-839-9242
Granby	Council on Aging	257 State St.	Granby, MA	01033	413-467-3239
Granville	Council on Aging	P.O. Box 247, Town Hall	Granville, MA	01034	413-357-8813
Great	Council on Aging	909 Main St.	Gt. Barrington, MA	01230	413-528-1881
Greenfield	Council on Aging	54 High St.	Greenfield, MA	01301	413-772-1517
Groton	Council on Aging	173 Main St.	Groton, MA	01450	978-448-1170
Groveland	Council on Aging	201 Washington St.	Groveland, MA	01834-1041	978-372-1101
Hadley	Council on Aging	46 Middle St.	Hadley, MA	01035	413-586-4023
Halifax	Council on Aging	506 Plymouth St.	Halifax, MA	02338	781-293-7313
Hamilton	Council on Aging	c/o P.O. Box 429	Hamilton, MA	01936	978-468-5572
Hampden	Council on Aging	104 Allen St.	Hampden, MA	01036	413-566-5588
Hanover	Council on Aging	624 Circuit St.	Hanover, MA	02339	781-878-6361
Hanson	Council for Elder	132 Maquan St.	Hanson, MA	02341	781-293-2683
Hardwick	Council on Aging	P.O. Box 575	Gilbertville, MA	01031	413-477-8859
Harvard	Council on Aging	P.O. Box 615	Harvard, MA	01451-0615	978-456-4120
Harwich	Council on Aging	100 Oak St.	Harwich, MA	02645	508-430-7550
Hatfield	Council on Aging	59 Main St.	Hatfield, MA	01038	413-247-9003
Haverhill	Council on Aging	10 Welcome St.	Haverhill, MA	01830	978-374-2390
Hawley	Council on Aging	144 W. Hawley Rd.	Hawley, MA	01339	413-339-5753
Heath	Council on Aging	1 East Main St.	Heath, MA	01346	413-337-4934
Hingham	Dept. of Elder Services	224 Central St.	Hingham, MA	02043-2745	781-741-1458
Hinsdale	Council on Aging	P.O. Box 299	Hinsdale, MA	01235-0299	413-655-2652
Holbrook	Council on Aging	9 Jewel Road	Holbrook, MA	02343	781-767-4617
Holden	Council on Aging	1128 Main St.	Holden, MA	01520	508-829-0270
Holland	Council on Aging	Town Hall, Sturbridge Rd.	Holland, MA	01521	413-245-7108
Holliston	Council on Aging	150 Goulding St.	Holliston, MA	01746	508-429-0622
Holyoke	Council on Aging	310 Appleton St.	Holyoke, MA	01040-4907	413-322-5625

Hopedale	Council on Aging	43 Hope St.	Hopedale, MA	01747	508-473-6189
Hopkinton	Council on Aging	18 Main St.	Hopkinton, MA	01748	508-497-9730
Hubbardston	Council on Aging	P.O. Box 374	Hubbardston, MA	01452	978-928-5294
Hudson	Council on Aging	29 Church St.	Hudson, MA	01749	978-568-9638
Hull	Council on Aging	197A Samoset Ave.	Hull, MA	02045	781-925-1239
Huntington	Council on Aging	P.O. Box 430	Huntington, MA	01050	413-667-3459
Ipswich	Council on Aging	25 Green St.	Ipswich, MA	01938	978-356-6650
Kingston	Council on Aging	P.O. Box 234	Kingston, MA	02364	781-585-0511
Lakeville	Council on Aging	1 Dear Crossing	Lakeville, MA	02347	508-947-7224
Lancaster	Council on Aging	P.O. Box 346	Lancaster, MA	01523	978-368-4355
Lanesborough	Council on Aging	P.O. Box 548	Lanesborough, MA	01237-0548	413-448-2682
Lawrence	Council on Aging	155 Haverhill St.	Lawrence, MA	01840-1515	978-794-5883
Lee	Council on Aging	45 Railroad St.	Lee, MA	01238-1658	413-243-5545
Leicester	Council on Aging	40 Winslow Ave.	Leicester, MA	01524-1113	508-892-7016
Lenox	Council on Aging	65 Walker St.	Lenox, MA	01240	413-637-5535
Leominster	Council on Aging	5 Pond St.	Leominster, MA	01453	978-534-7511
Leverett	Council on Aging	c/o 42 Chapel St.	Northampton, MA	01060	413-788-6981
Lexington	Council on Aging	1475 Massachusetts Ave.	Lexington, MA	02420	781-861-0194
Leyden	Council on Aging	Town Hall	Leyden, MA	01337	413-774-4111
Lincoln	Council on Aging	P.O. Box 6353	Lincoln, MA	01773	781-259-8811
Littleton	Council on Aging	P.O. Box 1305	Littleton, MA	01460	
Longmeadow	Council on Aging	231 Maple Rd.	Longmeadow, MA	01106	413-565-4150
Lowell	Council on Aging	276 Broadway St.	Lowell, MA	01854-3907	978-970-4131
Ludlow	Council on Aging	37 Chestnut St.	Ludlow, MA	01056	413-583-3564
Lunenburg	Council on Aging	25 Memorial Drive	Lunenburg, MA	01462	978-582-4166
Lynn	Council on Aging	8 Silsbee St.	Lynn, MA	01901	781-477-0996
Lynnfield	Council on Aging	525 Salem St.	Lynnfield, MA	01940	781-598-1078
Malden	Council on Aging	200 Pleasant St.	Malden, MA	02148	781-397-7144
Manchester	Council on Aging	Town Hall	Manchester, MA	01944-1399	978-526-7500
Mansfield	Council on Aging	P.O. Box 232	Mansfield, MA	02048	508-261-7368
Marblehead	Council on Aging	10 Humphrey Street	Marblehead, MA	01945	781-631-6737
Marion	Council on Aging	2 Spring St.	Marion, MA	02738	508-748-3570
Marlborough	Council on Aging	250 Main St.	Marlborough, MA	01752	508-485-6492
Marshfield	Council on Aging	Library Plaza	Marshfield, MA	02050	781-834-5581
Mashpee	Council on Aging	500 Great Neck Road	Mashpee, MA	02649	508-539-1440
Mattapoisett	Council on Aging	Town Hall, 16 Main St.	Mattapoisett, MA	02739	508-758-4110
Maynard	Council on Aging	Town Bldg., 195 Main St.	Maynard, MA	01754	978-897-1009
Medfield	Council on Aging	Town Hall, 459 Main St.	Medfield, MA	02052	508-359-3665
Medford	Council on Aging	101 Riverside Ave.	Medford, MA	02155	781-396-6010
Medway	Council on Aging	76 Oakham St.	Medway, MA	02053	508-533-3210
Melrose	Council on Aging	235 West Foster St.	Melrose, MA	02176	781-665-4304
Mendon	Council on Aging	P.O. Box 2	Mendon, MA	01756-0002	508-478-6175
Merrimac	Council on Aging	100 East Main St.	Merrimac, MA	01860-1612	978-346-9549
Methuen	Council on Aging	77 Lowell St.	Methuen, MA	01844	978-794-3296
Middleborough	Council on Aging	558 Plymouth St.	Middleborough,	02346	508-946-2490
Middlefield	Council on Aging	P.O. Box 183	Middlefield, MA	01243	413-623-8365
Middleton	Council on Aging	P.O. Box 855	Middleton, MA	01949	978-777-4067



Milford	Council on Aging	15 Winter St.	Milford, MA	01757	508-473-8334
Millbury	Council on Aging	1 River St.	Millbury, MA	01527	508-865-9154
Millis	Council on Aging	900 Main St.	Millis, MA	02054	508-376-7051
Millville	Council on Aging	P.O. Box 703	Millville, MA	01529	508-883-3523
Milton	Council on Aging	10 Walnut St.	Milton, MA	02186	617-898-1094
Monson	Council on Aging	106 Main St.	Monson, MA	01057	413-267-4121
Montague	Council on Aging	P. O. Box 166	Turners Falls, MA	01376	413-863-4500
Monterey	Council on Aging	Town Hall, Box 308	Monterey, MA	01245	413-528-1443
Montgomery	Council on Aging	22 Pomeroy Rd.	Montgomery, MA	01085	413-862-4482
Mt. Washington	Council on Aging	118 East St.	Mt. Washington,	01258	413-528-2839
Nahant	Council on Aging	334 Nahant Rd.	Nahant, MA	01908	781-581-7557
Nantucket	Council on Aging	81 Washington St. Ext.	Nantucket, MA	02554	508-228-4490
Natick	Council on Aging	117 East Central St.	Natick, MA	01760	508-647-6540
Needham	Council on Aging	83 Pickering St.	Needham, MA	02492	781-455-7555
New Bedford	Council on Aging	572 Pleasant St.	New Bedford, MA	02740-6236	508-991-6250
New Braintree	Council on Aging	20 Memorial Drive	New Braintree, MA	01531	413-477-8772
New	Council on Aging	P.O. Box 99	Mill River, MA	01244	413-229-8116
New Salem	Council on Aging	c/o 19 South Main St.	New Salem, MA	01355	978-544-2247
Newbury	Council on Aging	63 Hanover St.	Newbury, MA	01951-1130	978-462-8114
Newburyport	Council on Aging	P.O. Box 550	Newburyport, MA	01950	978-462-8650
Newton	Council on Aging	345 Walnut St.	Newtonville, MA	02460	617-796-1660
Norfolk	Council on Aging	P.O. Box 161	Norfolk, MA	02056	508-528-4430
North Adams	Council on Aging	116 Ashland St.	North Adams, MA	01247	413-662-3125
North Andover	Council on Aging	120R Main St.	North Andover,	01845	978-688-9560
North Attleboro	Council on Aging	204 Elm St.	North Attleboro,	02760	508-699-0131
North	Council on Aging	29 Forest St.	No. Brookfield, MA	01535	508-867-0220
North Reading	Council on Aging	157 Park St.	North Reading, MA	01864	978-664-5600
Northampton	Council on Aging	240 Main St.	Northampton, MA	01060-3188	413-587-1231
Northborough	Council on Aging	One Centre Drive	Northborough, MA	01532-1951	508-393-5035
Northbridge	Council on Aging	20 Highland St.	Whitinsville, MA	01588	508-234-2002
Northfield	Council on Aging	Town Hall, 69 Main St.	Northfield, MA	01360	413-498-2186
Norton	Council on Aging	P.O. Box 552	Norton, MA	02766	508-285-0235
Norwell	Council on Aging	P.O. Box 699	Norwell, MA	02061	781-659-7878
Norwood	Council on Aging	275 Prospect St.	Norwood, MA	02062-3539	781-762-1201
Oak Bluffs	Council on Aging	P.O. Box 1327	Oak Bluffs, MA	02557-1327	508-693-4509
Oakham	Council on Aging	P.O. Box 173	Oakham, MA	01068	508-882-3358
Orange	Council on Aging	135 East Main St.	Orange, MA	01364	978-544-1113
Orleans	Council on Aging	150 Rock Harbor Rd.	Orleans, MA	02653	508-255-6333
Otis	Council on Aging	P.O. Box 237	Otis, MA	01253-0237	413-269-6318
Oxford	Council on Aging	323 Main St.	Oxford, MA	01540	508-987-6000
Palmer	Council on Aging	1029 Central St.	Palmer, MA	01069	413-283-2670
Paxton	Council on Aging	17 West St.	Paxton, MA	01612	508-756-2833
Peabody	Council on Aging	79 Central St.	Peabody, MA	01960-4393	978-531-2254
Pelham	Council on Aging	c/o 42 Chapel St.	Northampton, MA	01060	413-788-6981
Pembroke	Council on Aging	144 Center St.	Pembroke, MA	02359	781-294-8220
Pepperell	Council on Aging	37 Nashua Rd.	Pepperell, MA	01463	978-433-0326
Peru	Council on Aging	P.O. Box 179	Hinsdale, MA	01235	413-655-8280

Petersham	Council on Aging	P.O. Box 4	Petersham, MA	01366-0004	978-724-3231
Phillipston	Council on Aging	80 Baldwinville Rd.	Phillipston, MA	01331	978-249-3164
Pittsfield	Council on Aging	330 North St.	Pittsfield, MA	01201	413-499-9346
Plainfield	Council on Aging	27 North St.	Plainfield, MA	01070-9787	413-634-5498
Plainville	Council on Aging	9 School St.	Plainville, MA	02762	508-699-7384
Plymouth	Council on Aging	130 Court St.	Plymouth, MA	02360	508-830-4230
Plympton	Council on Aging	225 Main St.	Plympton, MA	02367	781-585-5208
Princeton	Council on Aging	6 Town Hall Drive	Princeton, MA	01541	978-464-5977
Provincetown	Council on Aging	26 Alden St.	Provincetown, MA	02657	508-487-7080
Quincy	Council on Aging	83 Saratoga St.	Quincy, MA	02171	617-376-1245
Randolph	Council on Aging	16 Fencourt Ave.	Randolph, MA	02368	781-961-0930
Raynham	Council on Aging	P.O. Box 84	Raynham Ctr., MA	02768	508-824-2740
Reading	Elder Services	16 Lowell St.	Reading, MA	01867-2684	781-942-9056
Rehoboth	Council on Aging	320 Anawan St.	Rehoboth, MA	02769	508-252-3372
Revere	Council on Aging	25 Winthrop Ave.	Revere, MA	02151	781-286-8155
Richmond	Council on Aging	1529 State Rd.	Richmond, MA	01254	413-698-3315
Rochester	Council on Aging	67 Dexter Lane	Rochester, MA	02770-4111	508-763-8723
Rockland	Council on Aging	394 Union St.	Rockland, MA	02370	781-871-1266
Rockport	Council on Aging	4 Broadway	Rockport, MA	01966	978-546-2573
Rowe	Council on Aging	321 Zoar Rd.	Rowe, MA	01367	413-339-5520
Rowley	Council on Aging	P.O. Box 523	Rowley, MA	01969	978-948-7637
Royalston	Council on Aging	P.O. Box 75	Athol, MA	01331-0075	978-249-9656
Russell	Council on Aging	P.O. Box 371	Russell, MA	01071	413-862-3265
Rutland	Council on Aging	250 Main St.	Rutland, MA	01543	508-886-7945
Salem	Council on Aging	5 Broad St.	Salem, MA	01970	978-744-0924
Salisbury	Council on Aging	43 Lafayette Rd.	Salisbury, MA	01952	978-462-2412
Sandisfield	Council on Aging	P.O. Box 603	Sandisfield, MA	01255	413-258-4407
Sandwich	Council on Aging	270 Quaker Meetinghse.	E. Sandwich, MA	02537	508-888-4737
Saugus	Council on Aging	466 Central St.	Saugus, MA	01906	781-231-4178
Savoy	Council on Aging	720 Main Rd.	Savoy, MA	01256	413-743-4290
Scituate	Council on Aging	27 Brook St.	Scituate, MA	02066	781-545-8722
Seekonk	Human Services	320 Pleasant St.	Seekonk, MA	02771	508-336-8772
Sharon	Council on Aging	P.O. Box 20	Sharon, MA	02067	781-784-8000
Sheffield	Council on Aging	P.O. Box 327	Sheffield, MA	01257	413-229-7022
Shelburne	Council on Aging	7 Main St.	Shelburne Falls, MA	01370	413-625-2502
Sherborn	Council on Aging	P.O. Box 186	Sherborn, MA	01770	508-651-7858
Shirley	Council on Aging	P.O. Box 753	Shirley, MA	01464	978-425-2667
Shrewsbury	Council on Aging	98 Maple Ave.	Shrewsbury, MA	01545	508-841-8642
Shutesbury	Council on Aging	c/o 42 Chapel St.	Northampton, MA	10160	413-788-6981
Somerset	Council on Aging	115 Wood St.	Somerset, MA	02726	508-646-2833
Somerville	Council on Aging	167 Holland St.	Somerville, MA	02144	617-625-6600
South Hadley	Council on Aging	45 Dayton St.	South Hadley, MA	01075	413-538-5042
Southampton	Council on Aging	P.O. Box 102	Southampton, MA	01073	413-529-2105
Southborough	Council on Aging	153 Cordaville Rd., #100	Southborough, MA	01772	508-229-4453
Southbridge	Council on Aging	6 LaRochelle Way	Southbridge, MA	01550	508-764-5436
Southwick	Council on Aging	P.O. Box 922	Southwick, MA	01077	413-569-5498
Spencer	Council on Aging	40 Wall St.	Spencer, MA	01562	508-885-7546

Springfield	Dept. of Elder Affairs	1600 East Columbus Ave.	Springfield, MA	01103-1614	413-787-6124
Sterling	Council on Aging	P.O. Box 243	Sterling, MA	01564-0243	978-422-3032
Stockbridge	Council on Aging	5 Pine St., Heaton Court	Stockbridge, MA	01262	413-298-3118
Stoneham	Council on Aging	136 Elm St.	Stoneham, MA	02180	781-438-1157
Stoughton	Council on Aging	110 Rockland St.	Stoughton, MA	02072	781-344-8882
Stow	Council on Aging	Town Bldg., 380 Great Rd.	Stow, MA	01775-1122	978-897-1880
Sturbridge	Council on Aging	P.O. Box 746	Sturbridge, MA	01566	508-347-7575
Sudbury	Council on Aging	40 Fairbank Rd.	Sudbury, MA	01766	978-443-3055
Sunderland	Council on Aging	North Main St.	So. Deerfield, MA	01373	413-665-2141
Sutton	Council on Aging	19 Hough Rd.	Sutton, MA	01590	508-234-0703
Swampscott	Council on Aging	89 Burrill St.	Swampscott, MA	01907	781-596-8866
Swansea	Council on Aging	458 Ocean Grove Ave.	Swansea, MA	02777	508-676-1831
Taunton	Council on Aging	30 Olney St.	Taunton, MA	02780	508-821-1425
Templeton	Council on Aging	P.O. Box 244	E. Templeton, MA	01438	978-632-4592
Tewksbury	Council on Aging	175 Chandler St.	Tewksbury, MA	01876	978-640-4482
Tisbury	Council on Aging	P.O. Box 1239	Vineyard Haven,	02568	508-696-4205
Tolland	Council on Aging	241 Granville Road	Tolland, MA	01034	413-258-4090
Topsfield	Council on Aging	8 West Common St.	Topsfield, MA	01983	978-887-1523
Townsend	Council on Aging	222 Main St.	Townsend, MA	01469	978-597-1710
Truro	Council on Aging	P.O. Box 500	Truro, MA	02666	508-487-2462
Tyngsborough	Council on Aging	180 Lakeview Ave.	Tyngsborough, MA	01879	978-649-9211
Tyringham	Council on Aging	c/o Town Hall	Tyringham, MA	01264	413-243-3121
Upton	Council on Aging	P.O. Box 610	Upton, MA	01568	508-529-4558
Uxbridge	Council on Aging	36 South Main St.	Uxbridge, MA	01569	508-278-8622
W. Bridgewater	Council on Aging	2 Spring St.	W. Bridgewater,	02379	508-894-1262
Wakefield	Council on Aging	30 Converse St.	Wakefield, MA	01880	781-245-3312
Wales	Council on Aging	P.O. Box 337	Wales, MA	01081-0337	413-245-9683
Walpole	Council on Aging	Town Hall	Walpole, MA	02081	508-668-3330
Waltham	Council on Aging	488 Main St.	Waltham, MA	02452-6131	781-314-3497
Ware	Council on Aging	11 Church St.	Ware, MA	01082	413-967-9645
Wareham	Council on Aging	48 Marion Rd.	Wareham, MA	02571	508-291-3130
Warren	Council on Aging	P.O. Box 428	West Warren, MA	01092-0428	413-436-5662
Warwick	Council on Aging	Town Hall	Warwick, MA	01378	978-544-6315
Washington	Council on Aging	P.O. Box 98	Washington, MA	01223	413-623-6677
Watertown	Council on Aging	31 Marshall St.	Watertown, MA	02472-3403	617-972-6490
Wayland	Council on Aging	41 Cochituate Rd.	Wayland, MA	01778-2697	508-358-2990
Webster	Council on Aging	116 School St.	Webster, MA	01570	508-949-3845
Wellesley	Council on Aging	219 Washington St.	Wellesley Hills, MA	02481	781-235-3961
Wellfleet	Council on Aging	95 Lawrence Road	Wellfleet, MA	02667	508-349-2800
Wendell	Council on Aging	32 West St.	Wendell, MA	01379	978-544-2020
Wenham	Council on Aging	11 Pleasant St.	Wenham, MA	01984	978-869-4096
West Boylston	Council on Aging	120 Prescott St.	W. Boylston, MA	01583	508-835-6916
West Brookfield	Council on Aging	P.O. Box 207	West Brookfield,	01585	508-867-1407
West Newbury	Council on Aging	381 Main St.	West Newbury, MA	01985	978-363-1104
West Springfield	Council on Aging	128 Park St.	W. Springfield, MA	01089	413-781-2214
W. Stockbridge	Council on Aging	165 West Center Rd.	West Stockbridge,	01266	413-232-4317
West Tisbury	Council on Aging	P.O. Box 3174	West Tisbury, MA	02575	508-693-2896

Westborough	Council on Aging	4 Rogers Rd.	Westborough, MA	01581	508-366-3000
Westfield	Council on Aging	40 Main St.	Westfield, MA	01085	413-562-9624
Westford	Council on Aging	P.O. Box 2223	Westford, MA	01886	978-692-5523
Westhampton	Council on Aging	71 Mine Rd.	Westhampton, MA	01027	413-527-2714
Westminster	Council on Aging	Town Hall, P.O. Box 456	Westminster, MA	01473	978-874-7402
Weston	Council on Aging	20 Alphabet Lane	Weston, MA	02493	781-893-0154
Westport	Council on Aging	75 Reed Rd.	Westport, MA	02790	508-636-1026
Westwood	Council on Aging	60 Nahatan St.	Westwood, MA	02090	781-329-8799
Weymouth	Dept. of Elder Services	182 Green St.	No. Weymouth,	02191	781-337-9702
Whately	Council on Aging	North Main St.	So. Deerfield, MA	01373	413-665-2141
Whitman	Council on Aging	16 Hayden Ave.	Whitman, MA	02382	781-447-7619
Wilbraham	Council on Aging	88 Stony Hill Rd.	Wilbraham, MA	01095	413-543-8201
Williamsburg	Council on Aging	P. O. Box 193	Haydenville, MA	01039-0193	413-268-8410
Williamstown	Council on Aging	118 Church St.	Williamstown, MA	01267	413-458-8250
Wilmington	Council on Aging	15 School Street	Wilmington, MA	01887	978-657-7595
Winchendon	Council on Aging	108 Ipswich Dr.	Winchendon, MA	01475-1217	978-297-0415
Winchester	Council on Aging	109 Skillings Road	Winchester, MA	01890-2884	781-721-7136
Windsor	Council on Aging	P.O. Box 251	Windsor, MA	01270	413-684-5025
Winthrop	Council on Aging	35 Harvard St.	Winthrop, MA	02152	617-846-8538
Woburn	Council on Aging	144 School St.	Woburn, MA	01801	781-937-7899
Worcester	Exec. Office Elder	128 Providence St.	Worcester, MA	01604	508-799-1230
Worthington	Council on Aging	P.O. Box 7	Worthington, MA	01098-0007	413-238-5584
Wrentham	Council on Aging	P.O. Box 480	Wrentham, MA	02093	508-384-5425
Yarmouth	Council on Aging	528 Forest Rd.	So. Yarmouth, MA	02664	508-394-7606